

# **A Survey of Job Satisfaction among University Library Professionals in Assam**

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## **ABSTRACT:**

This paper deals with the job satisfaction of the university library professionals in Assam. A survey on the level of job satisfaction is conducted and findings of the study are discussed in detail in this paper. The study throws light on the various factors involved in job satisfaction of library professionals in Assam.

Key Words: University Library, job satisfaction, professionals

## **1. INTRODUCTION:**

Job satisfaction is a primary requisite for any successful organization. If the University Library Professionals attain adequate job satisfaction, they will be in a position to fulfil the educational objectives and national goals.

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job; an affective reaction to one's job; and an attitude towards one's job. Job satisfaction can be influenced by a variety of factors, e.g., the quality of one's relationship with their supervisor, the quality of the physical environment in which they work, degree of fulfillment in their work, etc. Job design aims to enhance job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work groups. Job satisfaction is a very important attribute which is frequently measured by organizations.

Job satisfaction of the library professionals naturally depends on the economic, social and cultural conditions in a given country. A library professional who does not get a sufficient wage will face the problem of maintaining his or her family life. This problem puts the library professionals far from being satisfied. Low wages and lack of status and social security affect motivation. Job satisfaction cannot be thought of where there is absence of motivation. Job satisfaction of the library professional who has an important place in the information society will affect the quality of the service he renders. In this respect, the question of how the material and moral element affect the job satisfaction of the university library professionals gains importance.

## **2. MATERIALS AND METHODS:**

This study is carried out using questionnaire method to collect data. Survey method is adopted to get the clear picture of the situation followed by interview with library professionals and the library authorities. In the last stage statistical method is applied to analyze the collected data in the light of the objectives of the study.

A structured questionnaire is designed for the data collection and send to the library professionals of the following universities.

1. KKH Library, Gauhati University, 15 numbers of questionnaires.
2. Central Library, IIT, Guwahati, 7 numbers of questionnaires
3. Rabindra Library, Assam University, 5 numbers of questionnaires.

Again, while choosing samples for distributing questionnaire, simple random sampling technique has been adopted. Out of 27 questionnaires we have received response from 20 library professionals in time. So, the percentage of responses received is 74%. Based on the statement received analysis of the data are presented below:

### 3. RESULTS AND DISCUSSION:

#### 3.1 Correlations of Job satisfaction:

The correlations among job satisfaction, age, gender, marital status and years of experience are presented in table-3.1

Age Group of Professional	Gender		Marital Status		Total	Experience Period (Yrs)	Overall Job Satisfaction				
	M	F	UM	M			Highly Satisfied	Satisfied	Average	Dissatisfied	Highly dissatisfied
31 -40	5	2	2	5	7	0 -10	0	7	0	0	0
41 -50	6	2	0	8	8	11 -20	6	2	0	0	0
51 -60	4	1	0	5	5	21 & above	5	0	0	0	0
<b>Total</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>18</b>	<b>20</b>		<b>11(55%)</b>	<b>9 (45%)</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

Table-3.1: Correlations among job satisfaction, age, gender, marital status and experience of university library professionals.

It is observed from the table-3.1 that the age, gender, marital status and years of experience have no effect on the job satisfaction of university library professionals. However, the result shows that highly experienced professionals are more satisfied than less experienced professionals. Out of 20 library professionals, 55% are highly satisfied and 45% are satisfied with their present job without influencing the correlations among job satisfaction, age, sex, marital status and years of experience.

#### 3.2 Level of Job Satisfaction:

To know the level of job satisfaction of university library professionals an attempt is made to discuss the following dimensions of job separately.

##### 3.2.1 Satisfaction with nature of work:

Work relates to the specific job in the library such as house-keeping operation, reference work, bibliographic work, works on online resources etc.

Table-3.2.1	Total	Highly Satisfied	Satisfied	Average	Dissatisfied	Highly dissatisfied
<b>Nature of work</b>	20	8 (40%)	12 (60%)	0%	0%	0%

It is evident from Table-3.2.1 that 40% of the university library professionals are highly satisfied with work and the remaining most of the professionals (60%) are satisfied with their nature of work.

##### 3.2.2 Satisfaction due to pay:

The distribution of university library professionals according to the level of satisfaction with pay is shown in Table-3.2.2

Table 3.2.2	Total	Highly Satisfied	Satisfied	Average	Dissatisfied	Highly dissatisfied
<b>Pay</b>	20	4 (20%)	6 (30%)	3 (15%)	4 (20%)	3 (15%)

It is observed from the above table that 20% of the professionals are highly satisfied with pay, 30% are satisfied, 15% professionals have average satisfaction with pay, 20% are dissatisfied and 15% are highly dissatisfied with their pay of scale.

### 3.2.3 Satisfaction with promotions:

The distribution of university library professionals according to the level of satisfaction with chance of promotions in the institution is shown in Table-3.2.3

<i>Table-3.2.3</i>	<i>Total</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Promotions</i></b>	20	4 (20%)	9 (45%)	0%	7 (35%)	0%

It is observed from the above table that 20% of the professionals are highly satisfied with chance of promotions in job, 45% are satisfied, and 35% are dissatisfied.

### 3.2.4 Satisfaction with supervision:

The distribution of university library professionals according to the level of satisfaction with supervision within the institution is shown in Table-3.2.4

<i>Table-3.2.4</i>	<i>Total</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Supervision</i></b>	20	6 (30%)	6 (30%)	2 (10%)	6 (30%)	0%

It is evident from Table-3.2.4 that 30% of the university library professionals are highly satisfied with supervision aspect of job, 30% are satisfied, 10% professionals have average satisfaction with supervision and 30% are dissatisfied with supervision aspect of job.

### 3.2.5 Satisfaction with co-worker:

One's co-workers are those persons other than the immediate supervisor with whom one has working relations in the performance of one's duties. The distribution of university library professionals according to the level of satisfaction with co-workers within the institution is shown in Table-3.2.5

<i>Table 3.2.5</i>	<i>Total</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Co-worker</i></b>	20	4 (20%)	9 (45%)	4 (20%)	3 (15%)	0%

It is evident from Table-3.2.5 that 20% of the university library professionals are highly satisfied with co-workers, 45% are satisfied, 20% professionals have average satisfaction with co-workers and 15% are dissatisfied with co-workers while performing a particular job.

### 3.2.6 Satisfaction with introducing ICT:

The distribution of university library professionals according to the level of satisfaction with implementation of ICT in the library is shown in Table-3.2.6

<i>Table-3.2.6</i>	<i>Total (100%)</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Impact of ICT</i></b>	20	8 (40%)	7 (35%)	0%	5 (25%)	0%

It is observed from the table-3.2.6 that the majority of the professionals (40%) are highly satisfied with the issue of being able to receive adequate training when new technology is introduced relating their job, ability to use online resources and the way ICT is used in the in house operations of the library; 35% are satisfied and 25% are dissatisfied whose are relatively senior professionals.

### 3.2.7 Satisfaction with working conditions:

Under this dimension of job, the satisfaction of professionals with different aspects of working conditions namely working hours, physical working conditions ( such as working space, good ventilation, light, cooling system, lavatory etc.), materials and equipment necessary to perform job successfully is discussed.

The distribution of university library professionals according to the level of satisfaction with working conditions within the library is shown in Table-3.2.7

<i>Table-3.2.7</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Working conditions</i></b>	3 (15%)	5 (25%)	0%	8 (40%)	4 (20%)

It is evident from Table 3.2.7 that 15% of the university library professionals are highly satisfied with working condition, 25% are satisfied, majority of the professionals (40%) are dissatisfied with working condition and the remaining 20 % professionals are highly dissatisfied with their working conditions of present job.

### **3.2.8 Satisfaction with regard to opportunities for professional development:**

One's satisfaction with opportunities for professional development in this study denotes his satisfaction with the type of experience he is getting in the library, staff meetings, the opportunities to attend seminars, conferences, workshops etc. , on behalf of the library, and study leave with salary.

The distribution of university library professionals according to the level of satisfaction with regard to opportunities for professional development is shown in Table-3.2.8

<i>Table-3.2.8</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Professional development</i></b>	5 (25%)	9 (45%)	3 (15%)	0%	3 (15%)

It is observed from the above table that 25% of the professionals are highly satisfied with regard to opportunities for professional development, 45% are satisfied, 15% professionals have average satisfaction with professional development and 15% are highly dissatisfied with their opportunities for professional development.

### **3.2.9 Satisfaction with readers:**

The distribution of university library professionals according to the level of satisfaction with the reading community for their co-operation and treatment in the library is shown in Table-3.2.9

<i>Table-3.2.9</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Relationships with readers</i></b>	12 (60%)	8 (40%)	0%	0%	0%

It is evident from the table-3.2.9 that most of the professionals (60%) are highly satisfied with the co-operation and treatment that they are getting from the reading community; and the remaining 40% professionals are satisfied with the soft relationship among the users. It is also evident from it that none of the professionals is highly dissatisfied or dissatisfied in this regard.

### **3.2.10 Satisfaction with job autonomy:**

Job autonomy is essential for the professional in the library to take decisions on his own relating to his work. Professionals generally appreciate autonomy in their job.

The distribution of university library professionals according to the level of satisfaction with job autonomy in the library is shown in Table-3.2.10

<i>Table-3.2.10</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Job autonomy</i></b>	6 (30%)	7 (35%)	2 (10%)	5 (25%)	0%

It is evident from Table-3.2.10 that 30% of the university library professionals are highly satisfied with their job autonomy, 35% are satisfied, 10% professionals have average satisfaction with their autonomy in work and 25% are dissatisfied with autonomy in present job.

### **3.2.11 Satisfaction with job involvement:**

Job involvement refers to the degree to which a person is psychologically identified with his/her work or with the importance of work in his/ her total self image.

The distribution of university library professionals according to the level of satisfaction with job involvement within the library is shown in Table-3.2.11

<i>Table-3.2.11</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Job involvement</i></b>	10 (50%)	10 (50%)	0%	0%	0%

It is evident from the table-3.2.11 that all the library professionals are satisfied with their professional involvement (50% are highly satisfied and 50% are satisfied). It is assumed that the professionals who are involved more in professional activities such as reading of professional journals, holding of membership in professional associations, participating in seminars, conferences, workshops etc. and contributing to professional knowledge may be having more job satisfaction. Hence, it indicates that as the involvement in professional activities increases, their job satisfaction also increases.

### **3.2.12 Satisfaction with regard to security of the job:**

The distribution of university library professionals according to the level of satisfaction with regard to security of the job is shown in Table-3.2.12

<i>Table-3.2.12</i>	<i>Highly Satisfied</i>	<i>Satisfied</i>	<i>Average</i>	<i>Dissatisfied</i>	<i>Highly dissatisfied</i>
<b><i>Job security</i></b>	9 (45%)	8 (40%)	0%	3 (15%)	0%

It is evident from that table-3.2.12 that most of the professionals (45%) are highly satisfied with regard to security of the job, 40% are satisfied and only 15% are dissatisfied with regard to security of their job.

### **3.2.13 Impact of job satisfaction on job performance:**

The distribution of university library professionals according to the level of satisfaction with regard to job performance is shown in Table-3.2.13

<i>Table-3.2.13</i>	<i>Very High</i>	<i>High</i>	<i>Average</i>	<i>Low</i>	<i>Very Low</i>
<b><i>Job performance</i></b>	8 (40%)	12 (60%)	0%	0%	0%

It is observed from the above table that 40% of professionals have very high job performance against their job satisfaction and 60% have high performance in their job. It means satisfaction in work increases job performance.

### **3.2.14 Quitting the present job:**

The professionals were asked to indicate their willingness to leave the organization in case they will get a job of the same or higher designation with the same or higher grade in some other organization.

The distribution of university library professionals according to their willingness to leave their present job against their satisfaction is shown in table-3.2.14.

<i>Table-3.2.14</i>	<i>Very High</i>	<i>High</i>	<i>Can't say</i>	<i>Low</i>	<i>Very Low</i>
<b><i>Quitting job</i></b>	0%	6 (30%)	6 (30%)	6 (30%)	2 (10%)

It is evident from the table-3.2.14 that 30% professionals have high willingness to leave the organization in case they will get a job of the same or higher designation with the same or higher grade in some other organization, 30% have low willingness, 10% have no willingness and 30% can't be decided to quitting their present job.

#### 4. CONCLUSION:

Research on job satisfaction of library professional is relatively very little in our state as well as in our country. At the same time, there is no detailed study made so far about the level of job satisfaction of university library professionals in Assam. This study, it is hoped, will have a special significance in the present competitive world as lack of satisfaction hampers the efficiency of the organization and people therein. Hence such a study is very important for every organization and university library is not an exception.

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